

6.0 Statement of Work Response(s)

6.1 Cross Functional Services (Schedule 3.3 – Appendix 1)

Instructions to Vendors: Unless specifically noted in the appropriate tables below, Vendor agrees to perform, for the environment (described in Schedule 3.3 – Appendix 1, Section 2), the services and associated roles and responsibilities (as outlined within Schedule 3.3 – Appendix 1, Section 3 Cross Functional Services Requirements), at the defined service levels (as outlined within Schedule 3.3 – Appendix 1, Section 4). Section 3 is not considered to be all-inclusive. Vendor will be responsible for the complete life-cycle management of these services, unless otherwise noted. Vendor shall clearly indicate in the tables below if it does not accept the requirements defined in Schedule 3.3 – Appendix 1 Commonwealth considers the Vendor to agree to all Schedule 3.3 – Appendix 1 unless identified herein. Vendor should add rows to the tables below as necessary. Absence of issues will constitute agreement for those items not herein addressed, and will be off the table for further negotiation.

6.1.1 Cross Functional Services Overview

Instructions to Vendors: Provide an overview of the Cross Functional solution you propose to address the Commonwealth Requirements stated in Schedule 3.3 – Appendix 1. This overview should **not be more than two-pages** long. Additional details should be provided in Section 11 of this Vendor Proposal document.

THE COMMONWEALTH PARTNERS' VISION FOR THE COMMONWEALTH

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- Common processes & procedures across towers
 - Unified, coordinated asset management & tracking
 - Centralized, integrated monitoring
 - Unified, Single Point of Contact Help Desk
 - Consistent backup & DR services
 - Efficiencies through economies of scale
 - Growth & extensibility for future initiatives
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Our vision is to work with VITA to establish the Commonwealth as the national leader in using technology in government. Key to this transition is implementing a set of highly integrated business processes that execute to plan, measures progress, and delivers results that matter to stakeholders.

The Commonwealth Partners' Cross Functional Services approach is based on a proven and integrated Service Management framework that will fulfill and enable this transition. Our team uniquely possesses the breadth of skills, customer experience, and technology to provide a high-value solution that is the lowest risk option for the Commonwealth of Virginia.

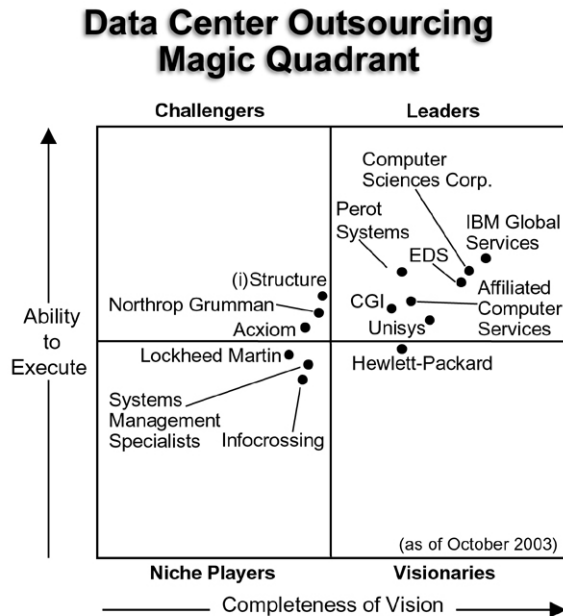
The objectives of Cross Functional Services are:

- Integrate critical IT and service management functions that occur across all towers
- Provide the Commonwealth services with an end-to-end enterprise view across all towers

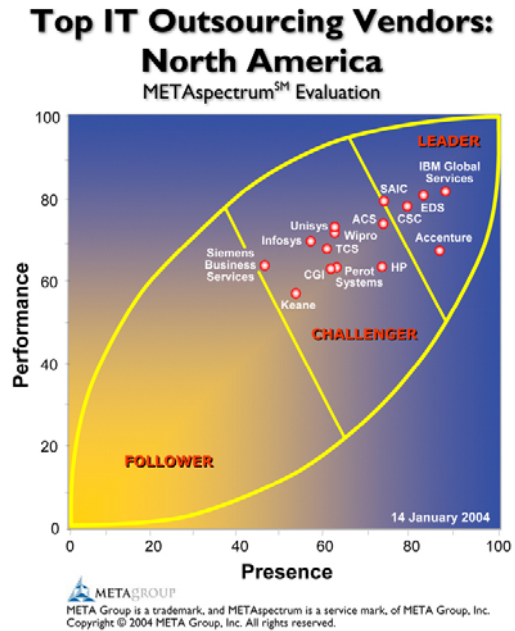
To achieve and measure the benefits of consolidation, it is imperative that the towers leverage a common approach to services and process management. Our cross-functional services approach provides a proven foundation for consolidating and managing service delivery and service support. This approach is extensible to integrate future initiatives and programs, such as the PPEA-2 enterprise applications, within the framework of cross-functional services. These services include asset management, help desk, backup, change management, and disaster recovery. The underlying system monitoring capabilities can further be

leveraged to include application specific monitors and routing of events to a common enterprise console. Economies of scale will be realized by providing common services instead of each agency providing their own solution.

IBM tops Gartner's Leader's magic quadrant for Data Center Outsourcing and is recognized by Giga as the top IT outsourcing vendor. IBM is also recognized in the Gartner leadership quadrant for both desktop and help desk outsourcing. IDC named IBM the #1 networking integration services leader for the 8th consecutive year.



Source: Gartner Research (November 2003)



Solution Description

The Cross Functional Services deal with management process, services and tools that are applicable to multiple IT infrastructure service teams. Cross Functional Services include Acquisition and Asset Management, Policy Procedure Development, Disaster Recovery Planning, Problem and Change Management Processes, Service Level Tracking and Reporting, System Management Controls, Maintenance, Incident and Problem Management, and IT Security.

The Cross Functional Services will provide consistent, repeatable, steady-state delivery of high quality Services that are linked to the Commonwealth's business initiatives using our Service Management Framework of integrated processes and tools. The Service Management model is supported by our Enterprise Service Delivery Process Architecture and associated Enterprise Operational Processes. This flexible, integrated process framework creates an inherent service culture that drives value and service improvements.

Recognizing change as an element of today's fast-paced environment, the Cross Functional Services enable robust and flexible IT Services that quickly adjust to change while leveraging economies of scale for more cost efficient delivery of service.

Benefits/ Future State

The Commonwealth Partner's integrated processes and tools provide the following benefits:

- Improved quality of service through standardized and optimized support for the Commonwealth's business
- Improved IT service continuity capabilities
- Clear view of current and future IT capabilities
- Improved management through timely, accurate, and insightful metrics
- Greater flexibility
- Robust services
- Improved services security, accuracy, speed, and availability
- Reduced change cycle time with increased accuracy

6.1.2 Cross Functional Service Environment Acceptance and Exceptions

☒ . Check - Vendor agrees with Schedule 3.3 – Appendix 1, Section 2, except for the listed exceptions in the table below.

Table 13. Cross Functional Service Environment Issues

Cross Functional Service Environment Issues			
ITEM #	REFERENCE #	ISSUE	VENDOR PROPOSED SOLUTION/RATIONALE
1.		Intentionally Left Blank	
End of Table			

6.1.3 Cross Functional Service Requirements Acceptance and Exceptions

☒ . Check - Vendor agrees with Schedule 3.3 – Appendix 1, Section 3, except for the elements listed in the table below.

Table 14. Cross Functional Services Requirements Issues

RedactedRedacted

6.1.4 Cross Functional Service Management Acceptance and Exceptions

☒ . Check - Vendor agrees with Schedule 3.3 – Appendix 1, Section 4, except for the elements listed in the table below.

Table 15. Cross Functional Service Management Issues

Cross Functional Service Management Issues			
ITEM #	REFERENCE #	ISSUE	VENDOR PROPOSED SOLUTION/RATIONALE
1.		Intentionally Left Blank	
End of Table			

6.1.5 Cross Functional Management Tools

Describe the automated tools used in the delivery of this service in the table below.

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The Commonwealth Partners have selected a robust set of leading tools for our infrastructure solution. Many of these tools are integrated and provide us enhanced productivity. The toolset we have selected is listed in the following table. For each tool, the tower with primary responsibility for the tool is listed under Vendor Comments:

6.1.6 Vendor Additional Comments relative to service provisioning for Schedule 3.3 – Appendix 1

The Commonwealth Partners Cross Functional Services are based on IBM's Service Management framework and the processes and tools that support it. This framework provides integrated processes and tools based on the Enterprise Service Delivery Process Architecture using the Enterprise Operational Process set (EOP). The EOP set has a proven track record for delivery of consistent, repeatable, high quality steady state services.

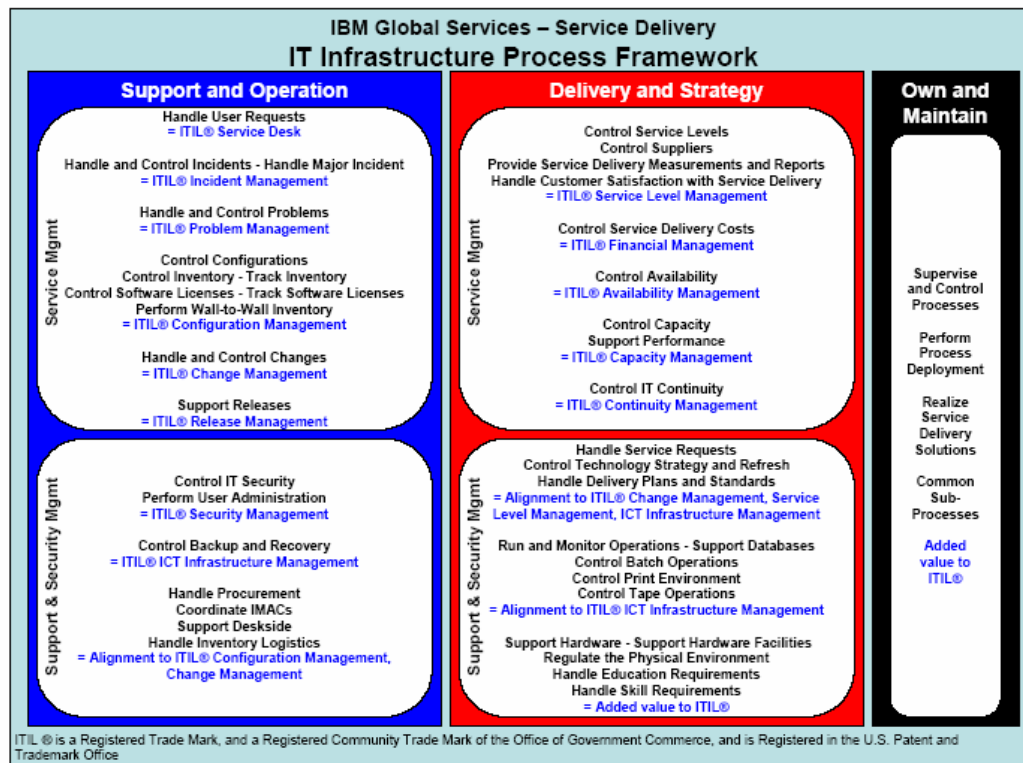
IBM's EOP set is built on the success of major Service Delivery process initiatives to deliver a set of templates that cover the entire Enterprise (that is, all types of Service Delivery business, from workstations through midrange to mainframe). The process set is globally applicable, fully aligned with the Enterprise Service Delivery Process Architecture and fully integrated internally with each other.

Key features of the EOP set include the procedural level instruction built into each process template, the detailed steps and policies which need to be taken to perform a task and the functional grouping which optimizes utilization of technologies and skills. Processes are configured to each client from a set of best-of-breed process templates covering the Service Delivery business, the various competency segments, countries and services

Key benefits of the EOP set are:

- Business facing
- Customer focused
- Underpin business processes, organization, and tools
- Documented and auditable
- Integrated, not standalone
- Facilitate conformance with standards and best practices
- Established ownership
- Users are educated and trained
- Inbuilt metrics and measurements
- Inbuilt continuous improvement

The diagram below summarizes the EOP set and how it maps to the IT Infrastructure Library (ITIL).



The EOP and ITIL conformity are not surprising when you consider the origins of ITIL.

In the early 1980s, IBM documented the original systems management concepts in “A Management System for Information Systems”. This combined with IBM’s 1970’s predecessor document, “Information Systems Management Architecture” or ISMA, provided key input to the development of the original version of ITIL and IBM continues to be a contributor to the ongoing collaborative effort with IBM learning Services as an accredited training organization for ITIL certification.